

Attorney's Docket No. 062403.P001

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:	)	
	)	
Howard M. Lee	)	Examiner: Not Yet Assigned
	)	
Application No.: Not Yet Assigned	)	Art Unit: Not Yet Assigned
	)	
Filed: October 22, 2003	)	
	)	
For: BUSINESS PERFORMANCE	)	
AND CUSTOMER CARE	)	
QUALITY MEASUREMENT	)	

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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Enclosed is a copy of Information Disclosure Citation Form PTO/SB/08A together with copies of the documents cited on that form. It is respectfully requested that the cited documents be considered and that the enclosed copy of Information Disclosure Citation Form PTO/SB/08A be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicant(s).

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Mark S. Peloquin, Esq.

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(Signature of person mailing paper or fee)

October 22, 2003  
Date

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Respectfully submitted,

PELOQUIN, PLLC

Dated: Oct. 22, 2003

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Sheet	1
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of 1

**Complete if Known**

Application Number	Not Yet Assigned
Filing Date	October 22, 2003
First Named Inventor	Howard M. Lee
Art Unit	Not Yet Assigned
Examiner Name	Not Yet Assigned
Attorney Docket Number	062403.P001

## U. S. PATENT DOCUMENTS

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**FOREIGN PATENT DOCUMENTS**

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Date  
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